



VA

Oklahoma City VA Medical Center

2008 Annual Report

Every Measure

Every Veteran

Every Time



Caring for...**AMERICA'S HEROES**

www.oklahoma.va.gov

Table of Contents

Message from the Director



MESSAGE FROM THE DIRECTOR	1
OUR FACILITY	2
FINANCIAL REPORT	3
WORKLOAD STATISTICS	
SATISFYING OUR VETERANS	4
PERFORMANCE	5
VA NURSING ACADEMY	
ENHANCING OUR COMMUNITY RELATIONSHIPS	6
OUR FACILITY AND CLINIC LOCATIONS	7

2009 will be an exciting year for the Oklahoma City VA Medical Center and our veterans. This year we will be reaching out to our veterans and opening three new community based outpatient clinics in Altus, Enid, and Stillwater. These new clinics will aide in bringing “world-class health care of the Department of Veterans Affairs (VA) closer to home for Oklahoma veterans.” As Secretary Peake said, the “VA continues to make access to care easier through an expanding outpatient system focused not only on primary treatment but also prevention of disease, early detection, and health promotion.”

On October 15, 2008, we held our annual leadership retreat where senior leaders got together and laid the foundation for this year’s priorities. It was a mutual decision among our leadership to focus on four key areas this fiscal year. These areas are performance measures, access, customer service and employee satisfaction.

Performance Measures: In addition to meeting targets for critical performance measures, the Oklahoma City VAMC has set a goal of achieving Nursing Magnet status within the next two years. The Magnet status gap analysis will be completed by the end of FY09.

Access: The Oklahoma City VAMC has also set a goal of enhancing outpatient services. This will be accomplished through the opening of three additional Community Outpatient Clinics (CBOC) Altus, Enid and Stillwater and the opening of a second satellite clinic for primary care services in South Oklahoma City.

Customer Service: To address our shortfalls in customer service, the Oklahoma City VAMC is focusing on our top four customer dissatisfiers (as identified in the SHEP surveys). Teams have been established to address inpatient/outpatient emotional support, the transition from inpatient to outpatient, inpatient/outpatient information and education, and improving the TELCARE experience for patients.

Employee Satisfaction: In order to increase employee satisfaction, the Oklahoma City VAMC has established several new initiatives. These initiatives include expanding CREW (Civility, Respect and Engagement in the Workplace) to additional services, implementing “On-the-Spot” monetary awards and service specific action plans to address low all-employee survey results.

These key areas will help us continue to provide the best health care and support the Veterans Health Administration’s (VHA) vision of “support innovation, empowerment, productivity, accountability and continuous improvement.”

A handwritten signature in black ink that reads "David Wood". The script is cursive and fluid.

David P. Wood, MHA, FACHE
Medical Center Director

Our Facility

The Oklahoma City VA Medical Center consists of a 168-operating bed facility located in central Oklahoma. The facility serves forty-eight Oklahoma Counties and two counties in North Central Texas (Wilbarger and Wichita) with a veteran population of over 225,000. The Oklahoma City VAMC also includes VA staffed community based outpatient clinics in Lawton, Ardmore, Oklahoma and North Oklahoma City (VA staffed), and contract community based outpatient clinics in Ko-

nawa, and Blackwell, Oklahoma and in Wichita Falls, Texas.

The Oklahoma City VAMC is a tertiary care facility, classified as a Clinical Referral Level III facility (VA complexity level rating of 1b). The facility is a teaching hospital, providing a full range of patient care services, with state-of-the-art technology as well as education and research. Comprehensive health-care is provided through primary care, tertiary care, and long-term care in

areas of medicine, surgery, psychiatry, physical medicine and rehabilitation, neurology, oncology, dentistry, geriatrics and extended care. The Oklahoma City VAMC is a part of the Veterans Integrated System Network 16 (VISN 16), which includes facilities in Oklahoma, Arkansas, Louisiana, Mississippi and Texas.



All photos in this Annual Report were provided by Medical Media Department, Oklahoma City VA Medical Center.

Mission

The mission of the Veterans Healthcare System is to serve the needs of America's veterans by providing primary care, specialized care, and related medical and social support services. To accomplish this mission, VHA needs to be a comprehensive, integrated healthcare system that provides excellence in health care value, excellence in service as defined by its customers, and excellence in education and research, and needs to be an organization characterized by exceptional accountability and by being an employer of choice.

Vision

Healthcare value begins with VA. The new Veterans Healthcare System supports innovation, empowerment, productivity, accountability and continuous improvement. Working together, we provide a continuum of high quality health care in a convenient, responsive, caring manner — and at a reasonable cost.

Core Values

- Trust
- Respect
- Excellence
- Compassion
- Commitment

Domains of Value

- Quality
- Access
- Function
- Satisfaction
- Cost Effectiveness
- Health Communities

**“To care for him who
shall have borne the
battle and for his
widow, and his orphan.”**

— Abraham Lincoln



Each year OKC VAMC employees donate to the Combined Federal Campaign. In FY08, our employees donated over \$155,000 to charity.

Financial Report & Workload Statistics

OKC VAMC By the Numbers

Physicians
164

Medical Residents
391

Nursing Staff
358

All Other Staff
1338

Oklahoma Counties
Served
48

Texas Counties Served
2

Total Veteran Population
224,696

Enrolled Patients
56,657

OEF/OIF Patients
2,240

Community Based Clinics
5

Satellite Clinic
1

Total Operating Beds
(includes Friendship
House & Transitional Care)
201

Active Research Projects
205

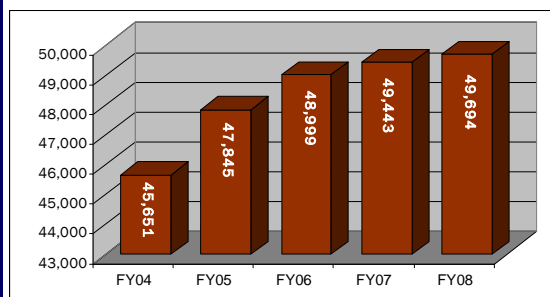
Research Budget
\$2.6 Million

Annual Operating Budget
\$338,558,055

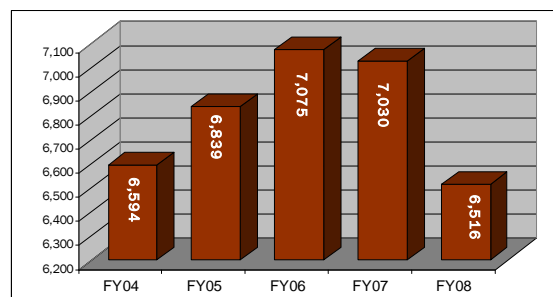
Funding for the Oklahoma City VA Medical Center is appropriated through three main categories: Medical Administration, Medical Services, and Medical Facilities.

MEDICAL ADMINISTRATION	
	Total Funding Available
Subtotal	\$ 26,720,542
MEDICAL SERVICES	
Prosthetics	\$ 18,671,271
Equipment	\$ 2,140,766
Dental (Wait List)	\$ 1,233,522
State Homes	\$ 23,652,440
Outreach	\$ 417,075
Mental Health	\$ 2,704,395
All Other (including Salaries)	\$ 187,171,165
Subtotal	\$ 235,990,634
MEDICAL FACILITIES	
	Total Funding Available
Subtotal	\$ 45,727,635
OTHER	
Consolidated Mail Out Pharmacy (CMOP)	\$ 22,797,821
Medical Care Cost Recovery (MCCR)	\$ 23,197,136
OFFICE of Information Technology (OIT)	\$ 7,321,423
TOTAL OPERATING BUDGET	
	\$ 338,558,055

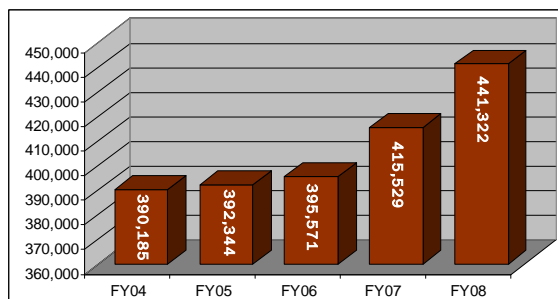
Unique Patients



Inpatient Admissions



Outpatient Visits*



* Outpatient workload includes CBOC visits.

Satisfying Our Veterans

The Oklahoma City VAMC has placed increasing emphasis on improving the quality of life and satisfaction of our veterans. New programs like Fresh Eyes on Service Program has been a means to learn, share, promote and im-

prove successful VHA customer service programs. Programs like Fresh Eyes have encouraged and reinforced a new direction in the evolution of customer service; from courtesy being the goal to the new goal of building vet-

eran loyalty one patient at a time. Patient focused programs like Fresh Eyes have paved the way for organizational growth in customer service.

6 North Grand Opening



Ribbon cutting on 6N featuring leadership, employees and service organization officers.

The renovation of 6 North inpatient medical/surgical unit was completed on September 22, 2008. 6 North is a standard inpatient unit with 18 patient beds providing medical and surgical services for our veterans. This unit offers veterans and their families a comfortable environment supported by advanced technology of a modern med/surg unit.

Improved Access

To improve the Access Measure for our veterans we have implemented the following strategies:

The formation of a multi disciplinary Advanced Clinical Access (ACA) Taskforce to develop and review strategies for individual clinic stop code clinics, develop appropriate clinic templates, develop service agreements with primary care and the overall implementation of Advanced Clinical Access strategies.

Development of appropriate internal monitors to

ensure that all patients are seen within 30 days of the date desired. The internal monitor allows each service to review all patients scheduled greater than 30 days of the date desired to ensure that the patient was scheduled appropriately.

Information on Access Measures, Missed Opportunity rates and other Performance Measures is disseminated electronically everyday by the ACA Coordinator.

The Oklahoma City VAMC distributes information to

our veteran patients via appointment reminder letters, postcards and posters on the importance of canceling appointments greater than 24 hours. This allows for better clinic utilization and access to our veterans.

These strategies have assisted in improving this facility's Access Measure from 1.21% on November 1st to .66% on December 15th (to meet the Access Measure you must be <1% and to exceed the measure you must be <.5%).

CUSTOMER SERVICE

Oklahoma City has implemented a new customer service committee in which Director Wood is the chair. This committee will have three subcommittees all chaired by one member of leadership focusing on different issues (patient education, Telcare, and inpatient transition to outpatient). These committees will focus on areas that have the greatest potential to improve customer service.

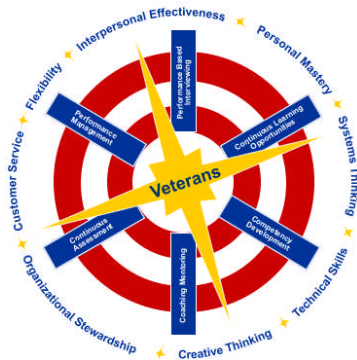


An example of a renovated room on 6 North. This room was previously a four bed room and was converted into a semi private room.

Performance, VANA & Employee Development

Community Living Center (CLC)

The new mission of the Oklahoma City VA and other VHA nursing home care units across the country is to provide a dynamic array of services in a person-centered environment that meets the individual, varied needs of residents while continuing to provide top-notch health care and enhanced quality of life. In order to properly reflect the changing mission and philosophy of VHA nursing home care units, the Oklahoma City VA Extended Care Unit (ECU) will now be called the Community Living Center.



The High Performance Development Model (HPDM) provides a framework for the Veterans Health Administration to develop a highly skilled, customer-centered workforce for the 21st century.

Performance Measure Highlights

Oklahoma City VAMC reached several milestones in terms of FY08 performance measures. Of the 65 clinical measures (55% increase from FY07), 77% met target and 23% were below target. Even with the increase of measures, Oklahoma City VAMC had an overall improvement in the number of measures

that met target. No measures fell below the floor/above the ceiling. Additionally, the Oklahoma City VAMC met the Influenza target and was tied with highest score at 89%. Mission Critical measures were new in FY08 and 81% of Mission Critical measures were met or exceeded target.

In addition to meeting targets for critical performance measures, the Oklahoma City VAMC has set a goal of achieving nursing Magnet status within the next two years. The Magnet status gap analysis will be completed by the end of FY09.

VA Nursing Academy (VANA)

To provide compassionate, highly-trained nurses to look after the health care needs of the nation's veterans, the Department of Veterans Affairs (VA) launched a new initiative that partners the Department's world-class health care system with some of the country's finest nursing schools.

Under this new program, the OKC VAMC has partnered with the University of Oklahoma College of Nursing to provide clinical

and didactic training to an additional 20 baccalaureate nursing students each year.

A five-year, \$40 million pilot program will establish partnerships with 12 nursing schools across the country, which began during the 2007-2008 academic year. The OKC VAMC partnership with the University of Oklahoma Health Sciences Center was selected to begin in the 2008-2009 academic year. "The VA

Nursing Academy in Oklahoma City is a great benefit for our future health care professionals and, most importantly, our patients," said Margie Carlton, OKC VAMC Associate Director for Patient Care and Nursing Services. "This program with the OU College of Nursing will improve recruitment and retention, and create new educational and research opportunities."



Employee Development

Oklahoma City VAMC strives to develop its employees to the fullest of their potential. OKC VAMC continues to provide a variety of employee development programs including: Executive Career Field, Emerging VA Leaders, Leadership Development Institute, Graduate Health, Administration Training Program, School at Work, Technical Career Field, Education Debt Reduction Program, Employee Incentive Scholarship Program, National Nursing Education Incentives, VA Nursing Education for Employees Program and Student Educational Employment Program.

Enhancing Our Community Relationships

Voluntary Service

Voluntary Service at the Oklahoma City VAMC collected more than \$414,000 in donations and monetary gifts in FY 2008. The 640 volunteers at our facility also donated 111,000 hours of service throughout the year. Numerous activities and volunteer opportunities exist within the OKC VAMC. Through the relationships fostered by the Voluntary Service staff and its volunteers, these programs flourished. The

OKC VA Voluntary Service (VAVS) is exceptionally proud of giving an opportunity to many students and individuals returning to the workforce through programs such as the OSU/OKC Reach4Work program, the Oklahoma City Community College's Career Transitions Program and numerous colleges throughout our metro area. We are happy to introduce the inpatient birthday recognition program along with

the ability to deliver patient get well cards, both programs offer a chance to make our veteran inpatient's stay a little more comfortable during a trying time. The VAVS has expanded after hour activities with additional game nights, visits by supporters from our community and unique recognition programs.

Research Programs

The Oklahoma City VAMC has a research and development program which encompasses a wide range of specialized research areas including

multiple studies in Infectious Diseases and Gastroenterology.

During fiscal year 2008 with a budget in excess of

\$2.6 million, there were 76 active Research Principal Investigators and 205 active research projects at the Medical Center.

Voluntary Service Events & Programs

National Salute to Hospitalize Veterans

Flag Day Ceremony

July 4th Barbeque

EX-POW Recognition Day

National POW-MIA Recognition Day
Candlelight Ceremony

Halloween Social

Veterans Day Program

American Legion Auxiliary Gifts Distribution

Salvation Army Gifts for Veterans

VFW Auxiliary Card/Stamp Distribution

"Gifts for Yanks"



Veterans Affairs rheumatologist and bone researcher Mary Beth Humphrey, MD, PhD, was among a group of scientists from 11 federal agencies receiving Presidential Early Career Awards for Scientists and Engineers at the White House on Dec. 19, 2008.

Dr. Humphrey's studies osteoclasts, cells that chew away old bone so new bone can be formed. In diseases such as osteoporosis, too many of these cells are active, resulting in bone loss.

Says Humphrey, "Our understanding of the normal signals that can activate osteoclasts will lead to novel therapeutic targets that can be designed to block these signals, thus inhibiting osteoclasts and preventing bone destruction in osteoporosis or inflammatory bone diseases such as rheumatoid arthritis."

As part of the award, Dr. Humphrey will receive \$125,000 over five years from VA's Office of Research and Development in support of her research.

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